

G-01551A-07-0504

ORIGINAL



0000079807

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2007 65220

Date: 12/13/2007

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **James V.**

Plateroti

Account Name: James V. Plateroti

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Goodyear

CBR:

State: AZ **Zip:** 85395

is:

Utility Company: **Southwest Gas Corporation**

Division: Gas

Contact Name: Cody McDermott

Contact Phone: [REDACTED]

Nature of Complaint:

***** G-01551A-07-0504 *****

Customer sent the following correspondence -

Arizona Corporate Commission
Customer Service Section
1200 West Washington
Phoenix AZ 85007

Re: Docket No. 0-01551A-07-0504

It appears every two (2) or (3) years Southwest Gas requests an increase in rates; unfortunately the application always gets approved. Maybe not for the requested increase. However, any fool knows the initial request is adjusted for the anticipated reduction.

The ultimate consumer has no other options for gas service; or any utility services. They have plenty of funds to advertise and sponsor sporting events.

I am a retired WW I vet; my wife and I live on a fixed income. These prevalent increases by the utility services keeps whittling away our budget.

Thank you.

Cordially,

James V. Plateroti
End of Complaint

Arizona Corporation Commission

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2007 DEC 13 P 4: 09
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and with the Docket in this matter.

Responded to customer with the following letter -

Mr. James V. Plateroti

[REDACTED]
Goodyear, AZ 85395-8778

RE: SOUTHWEST GAS COMPANY
DOCKET NO. G-01551A-07-0504

Dear Mr. Plateroti:

Your letter regarding the Southwest Gas Company ("Company") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, phone calls and e-mails received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/13/2007

Opinion No. 2007 - 65220

G-01551A-07-0504

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2007 65223

Date: 12/13/2007

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **David A.**

Steenburgen

Account Name: David A. Steenburgen

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Tucson

CBR:

State: AZ **Zip:** 85718

is:

Utility Company: **Southwest Gas Corporation**

Division: Gas

Contact Name: Cody McDermott

Contact Phone: [REDACTED]

Nature of Complaint:

***** G-01551A-07-0504 *****

Customer sent the following correspondence -

As a residential rate customer, I have made significant reductions in the amount of natural gas I use. I have reduced my consumption by about 40% over the last several years. However, I am still paying nearly the same. While the commodity price of natural gas has increased by about one-third over this period of time, the total price I pay (per therm) has increased by about two-thirds.

The recent rate increase granted to Southwest Gas far exceeds the cost increases of natural gas. How can such large increases be justified? Are the administrative costs of Southwest Gas out of control?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and with the Docket in this matter.

Responded to customer with the following -

Mr. David A. Steenburgen

[REDACTED]

Tucson, AZ 85718

RE: SOUTHWEST GAS COMPANY
DOCKET NO. G-01551A-07-0504

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Mr. Steenburgen:

Your letter regarding the Southwest Gas Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, phone calls and e-mails received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/13/2007

Opinion No. 2007 - 65223
